

OBSERVATION REPORT #108

KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.¹

Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	001011NN0X000016	AA	10/25/00 12:08	10/25/00 14:53	Resale; Migrate as is with Minor Changes
2	001011NN0X000017	AA	10/25/00 12:11	10/25/00 14:58	Resale; Migrate as is with Minor Changes
3	001011NN0X000018	AA	10/25/00 12:19	10/25/00 14:58	Resale; Migrate as is with Minor Changes
4	001021NN0X000003	AA	10/24/01 17:03	10/25/00 8:09	Resale; Migrate as is with Minor Changes
5	001031NN0X000004	AA	9/28/01 9:56	9/28/01 16:39	Resale; Migrate as is of a Multi-Line Account
6	001031NN0X020005	AA	10/10/00 10:59	10/11/00 10:52	Resale; Migrate as is of a Multi-Line Account
7	002121NN0X000010	AA	10/18/00 16:14	10/19/00 15:42	UNE-P; Migrate as Specified of a Multi-Line Account
8	002121NN0X000013	AA	10/18/00 16:42	10/19/00 18:01	UNE-P; Migrate as Specified of a Multi-Line Account
9	018021NN0X000004	AA	9/28/00 14:25	9/29/00 9:46	UNE-P; Partial Migration
10	018021NN0X000005	AA	10/4/00 14:43	10/5/00 12:03	UNE-P; Partial Migration

Assessment

Inaccurate or incomplete flow through processing or flow through documentation may impede a CLEC's ability to anticipate the confirmation of service orders.

¹ Documents include: *Flow Through Ordering Scenarios Documents* (August 17, 2000 & October 3, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)

This observation report is for discussion purposes only and is subject to change without notice.

Verizon 07/10/01 Response

The following PON's did not flow through due to input errors:

Input error in TN field

PON numbers	Scenario
7. 002121NN0X000010	UNE-P; Migrate as Specified of a Multi-Line Account

Verizon's investigation determined that one of the migrating TN's was incorrectly formatted on KPMG's outbound EDI file. The TN only contained nine digits: **609673272**. Had the telephone number been entered correctly in this field, the orders would have flowed through.

PON numbers	Scenario
8. 002121NN0X000013	UNE-P; Migrate as Specified of a Multi-Line Account

Verizon's investigation determined that an incorrect TN was input to migrate this multi-line account. The BTN on this order was 7328314356, and the input TN was 7328314256. This TN is not associated with the main BTN. The main BTN was not listed as one of the migrating TN's. If the BTN is not listed to migrate, the order becomes a partial migration. Partial migrations are not eligible for flow through on UNE-P orders, as specified in Verizon's Generic Flow-Through documentation.

The following PON's contain scenarios that are listed as exceptions to flow through eligibility, as documented in Verizon's Generic Flow-Through documentation:

Partial migration on Platform account

PON numbers	Scenario
9. 018021NN0X000004	UNE-P; Partial Migration
10. 018021NN0X000005	UNE-P; Partial Migration

The Generic Flow Through Scenarios document states that all partial migrations (BTN and Non-BTN) on Platform accounts are not eligible for flow through.

The following PONS contain scenarios that currently flow through :

PON numbers	Scenario
1. 001011NN0X000016	Resale; Migrate as is with Minor Changes
2. 001011NN0X000017	Resale; Migrate as is with Minor Changes
3. 001011NN0X000018	Resale; Migrate as is with Minor Changes
4. 001021NN0X000003	Resale; Migrate as is with Minor Changes

Several instances of flow through have been observed on resale migrations with minor changes since the listed pons were issued in October 2000. Since then, there have been numerous releases that have enhanced flow through, as well as several changes to the Verizon Generic Flow Through Scenarios documentation. Verizon continues to actively pursue and prioritize improvements to enhance flow through.

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PON numbers	Scenario
5. 001031NN0X000004	Resale; Migrate as is of a Multi-Line Account
6. 001031NN0X020005	Resale; Migrate as is of a Multi-Line Account

Several instances of flow through have been observed on resale migrations as-is on multi-line accounts since the listed pons were issued in October 2000. Since then, there have been numerous releases that have enhanced flow through, as well as several changes to the Verizon Generic Flow Through Scenarios documentation. Verizon continues to actively pursue and prioritize improvements to enhance flow through.

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